PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE dication of:

McConnell et al.

Serial No.: 10/645,917

Art Unit: 2855

Filed: August 20, 2003 Confirmation No. 9581

For:

Method and System for Selecting a

Preferred Contact Center Agent Based

on Agent Proficiency and

Performance and Contact Center State

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

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K&S Docket: 07117.105015 US

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